THE CITY OF Penticton

FIRE DEPARTMENT
2005 ANNUAL REPORT

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MESSAGE FROM THE FIRE CHIEF

It is with great pride and excitement that I, as the newly appointed Fire Chief, have the opportunity to present the accomplishments of the Penticton Fire Department from 2005.

Prior to the early retirement of Fire Chief A.G. (Mac) Lockhart in September 2005, our organization reached numerous milestones and achieved great successes.

As calls for service increase, we are moving to incorporate new technology and improved methods to increase our efficiency, reduce our on-scene time and hasten our readiness for the next alarm. An example of this is a Compressed Air Foam (CAF) system that will arrive on our newest engine in 2006. It will allow for a rapid fire knockdown and sustained extinguishment of both flammable liquid and structural fires.

The Penticton Fire Department is ready for the challenge of providing continued quality service to the more than 40,000 residents of Penticton, the over 1.4 million visitors every year to our city and the business community members in 2006.

I hope that the information contained in my report gives you a sense of the hard work and dedication of our employees who protect you.

Fire Chief Wayne Williams

VISION

We will be a customer focused solution for the community, committed to reducing suffering and loss by providing optimum prevention and emergency protective services.

MISSION

To enhance the quality of living in our Community by preventing or minimizing injury and loss of life and property from fire or other emergencies that may occur within the jurisdictional boundaries of the area we serve.

GOALS AND OBJECTIVES

The Penticton Fire Department strives for excellence in each of the following core service areas:

Emergency Response - fire suppression, pre-hospital medical emergencies, and all types of specialized and technical rescue.

Emergency Communications - providing comprehensive regional 911 services, emergency dispatch, automatic alarm monitoring response, and municipal after hours response.

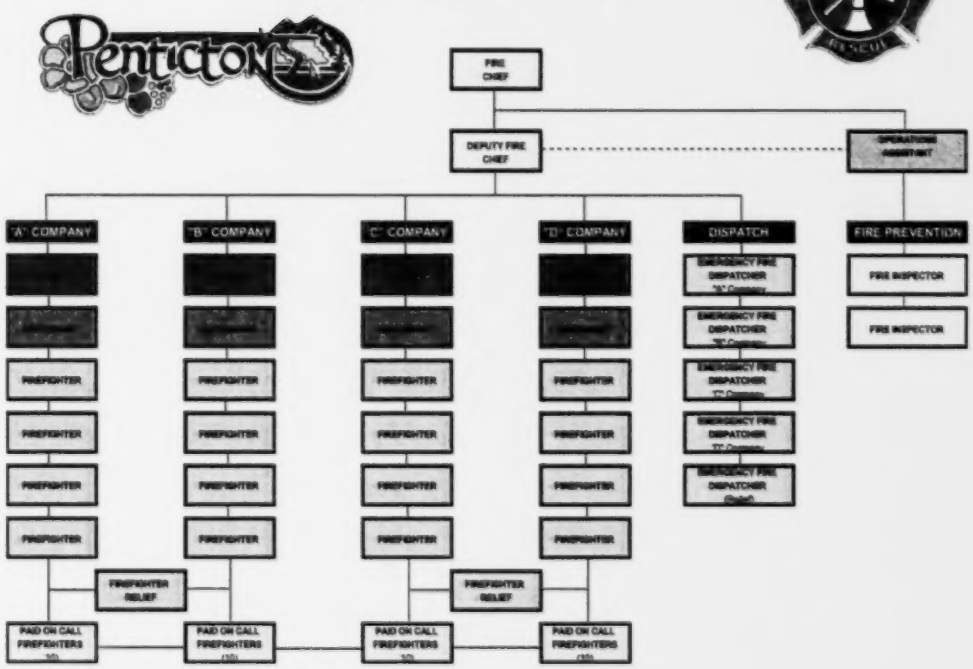
Public Education - helping children, families, business and industry become more aware of fire and safety threats, preventive techniques, and appropriate emergency responses.

Inspection and Investigation - ensuring that proper equipment and procedures are in place through education, code compliance, and enforcement - investigation to better understand cause and avoid similar tragedy.

Ensure Workplace Safety – for all PFD personnel through training and education to meet the National Fire Protection Association Standards and Workers' Compensation Board Regulations.

PENTICTON FIRE DEPARTMENT

Organizational Structure - 2005



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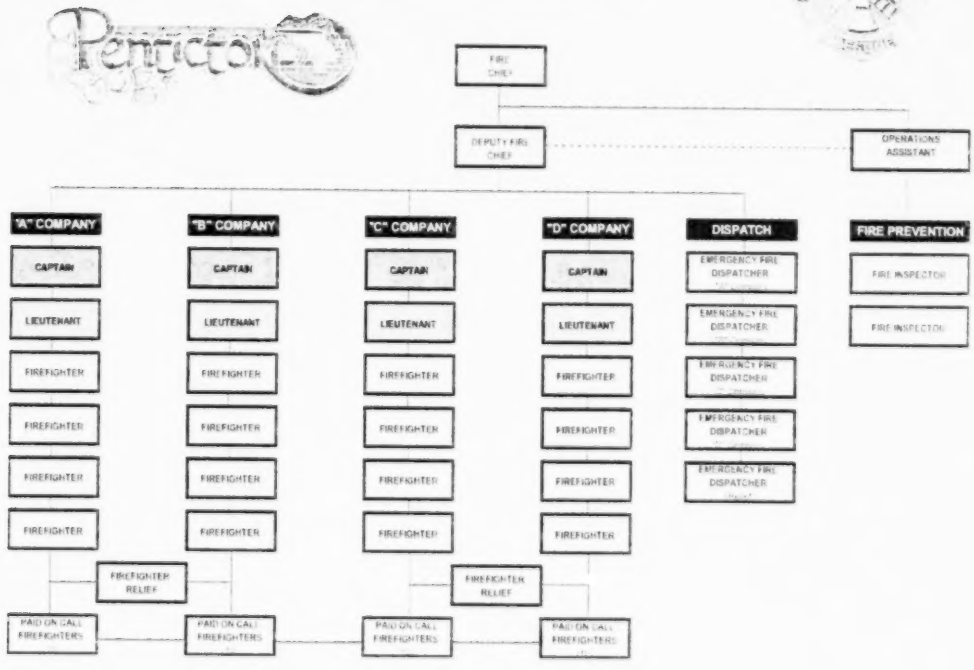


2005 HIGHLIGHTS

The year of 2005 was a stimulating and productive year for the fire department and the City of Penticton. The department had many significant achievements and the highlights are as follows:

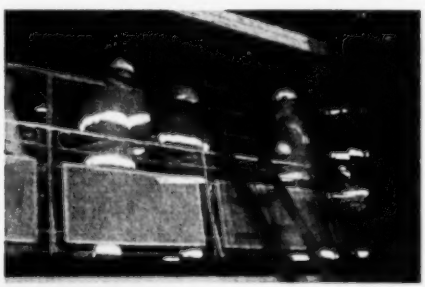
- In January, our department hosted a Long Service Award Ceremony and Banquet. We awarded medals and service pins to our members recognizing their years of service and dedication to the department. It had been a long time since the department held such a ceremony that we are now endeavoring to make this an annual event.

- The Emergency Response and Recovery Plan was tested again this year in the Emergency Operations Centre (EOC) at City Hall. Key agency personnel participated in a "mock" exercise that simulated a major flooding condition for the city. With the implementation of the Plan in 2004, the City has made an enormous commitment to the citizens of Penticton to ensure their safety during a major disaster.

- Specialized training included Industrial Rope Rescue, High Angle Rescue for tower cranes, First Responder Level III with AED and spinal endorsement, and water rescue-boat operation for the department's Zodiac.

- The PFD was one of the first department's in BC to create and implement a Career Track Program for all members of the department. This program establishes paths that plot out courses and programs that are required for advancement. The program committee completed a major revamping of all courses and programs and it is now included in the PFD's Operational Guidelines and Reference Documents.

- As fire fighting is a very dangerous profession the PFD places a heavy emphasis on all types of training. This past year we have been fortunate to have buildings donated to the PFD for live fire training prior to demolition. One such building was the **Lakeland Motel** on Riverside Drive. Prior to the demolition, our crews were able to extinguish a variety of different types of fires using some new and innovative ideas. The size of the building offered us a unique training experience.



DEPARTMENTAL REVIEWS

EMERGENCY RESPONSES

FIVE YEAR SUMMARY

Emergency response, whether it's a third alarm fire, a multi-vehicle accident involving injuries or a water rescue due to a capsized boat, is the major focal point of fire department operations. We continue to excel in our responses to provide protection to the citizens and visitors of our beautiful city.

The department's emergency response call volume continues to grow each year at a steady pace. First responder calls (Rescue and Safety) have tapered off after growing quickly from 2000 to 2003. The leveling of call volume can be attributed to further improvements in the Medical Priority Dispatch System (MPDS) that BC Ambulance Services (BCAS) uses to dispatch fire departments. We now only respond to calls of severe or life threatening nature when we can arrive before BCAS or to assist their crews.

Year	Fire Calls	Rescue & Safety	Totals
2005	788	1633	2421
2004	769	1538	2307
2003	748	1510	2258
2002	726	1440	2166
2001	690	1385	2075

FIRE LOSSES ($): FIVE-YEAR COMPARISON

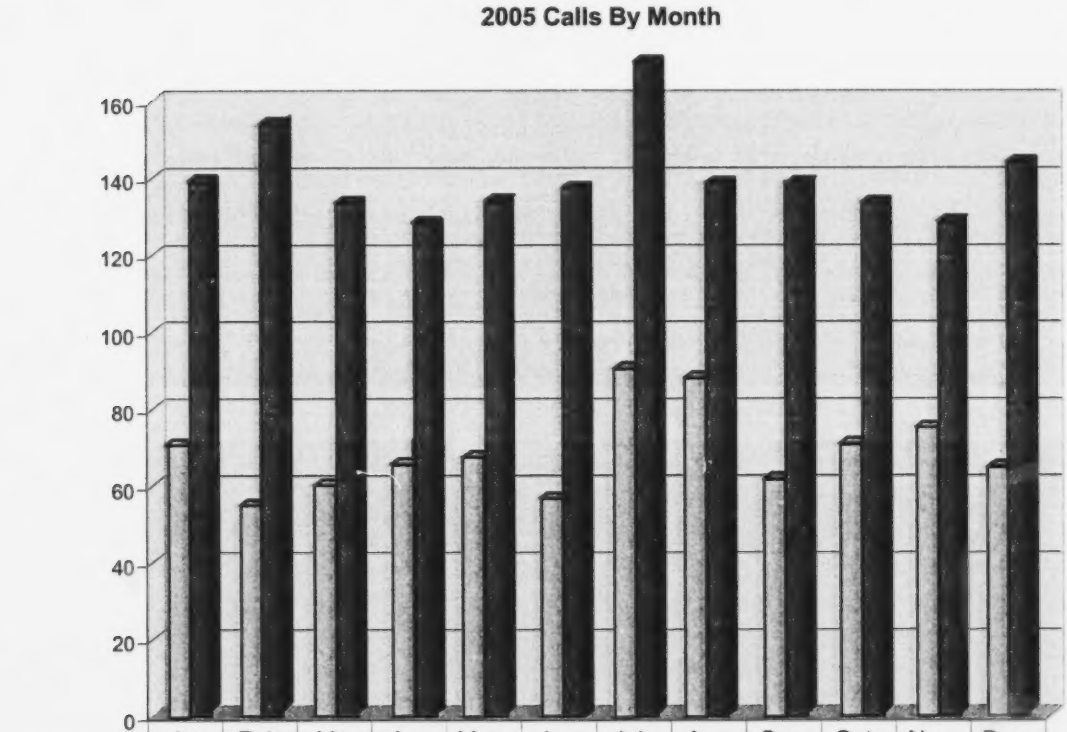
Fire losses fluctuate from year to year and depend upon the value of the real property which is consumed by fire. When comparing 2002 to 2003 total Emergency Response Calls (chart above) saw an increase of 92 calls. The Total Fire Loss comparison for the same year saw an increase of well over $1.1 million. In 2004, while fire calls increased by 21 over the previous year, Total Fire Loss decreased by $2.1 million.

The significant decline can be attributed to our fire services personnel who respond to fires in an expedient manner and are trained to the highest standards for fire suppression services. Credit must also be given to our fire prevention staff, which carries out mandatory fire inspections and public education programs throughout the City.

Type of Loss	2001	2002	2003	2004	2005
Vehicle	$113,357	$203,149	$77,100	$137,000	$111,745
Contents	$566,350	$524,650	$750,750	$116,130	$686,690
Buildings	$1,290,500	$629,500	$1,698,950	$209,905	$1,642,575
Total	**$1,970,207**	**$1,357,299**	**$2,526,800**	**$463,035**	**$2,441,010**

CALLS BY MONTH

July was the department's busiest month in 2005. We responded to 248 calls of which 164 were first responder calls. As the City continues to attract more and more tourists to our destination city, our call volume will continue to grow over these busy periods. We have also found when major events are taking place such as Ironman Canada, the Peach Festival etc., our call volume increases dramatically.

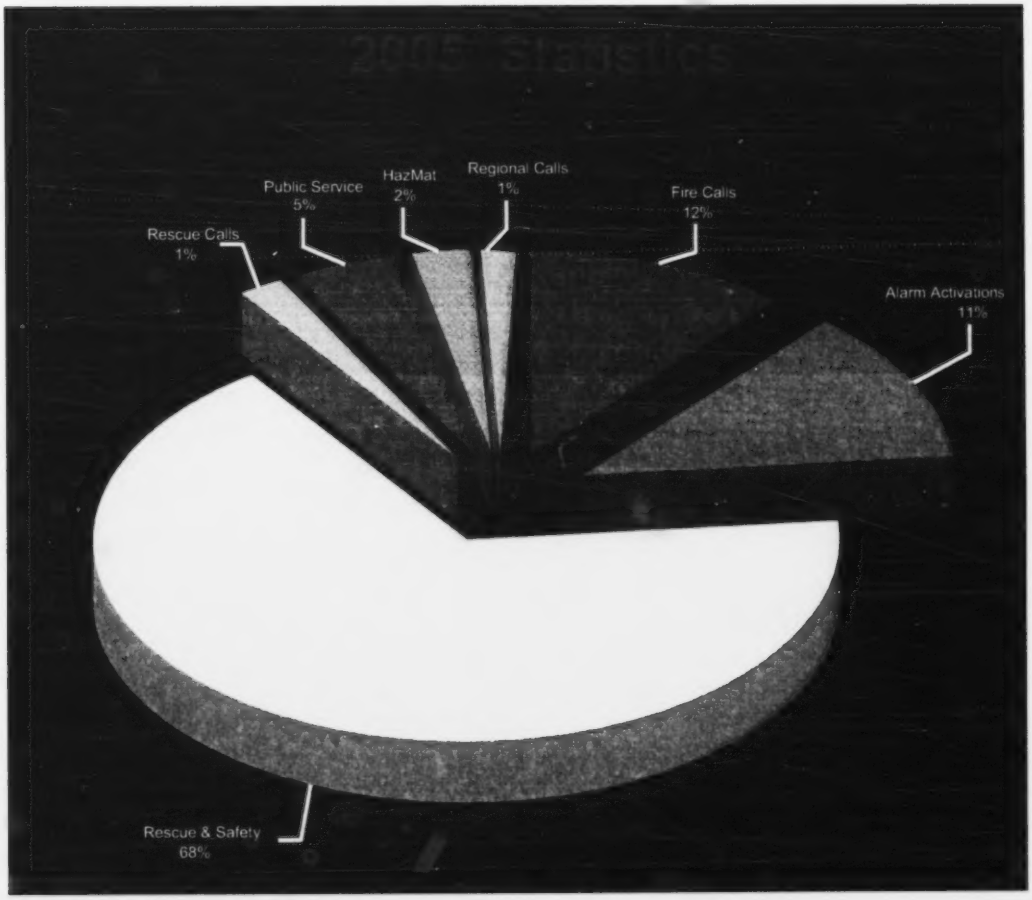


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incident	71	50	58	61	63	56	84	85	60	67	72	61
Rescue/Safety	138	151	133	122	128	134	164	134	138	126	124	141

FIRE CALLS BY INCIDENT

In 2005, the PFD responded to 1633 Rescue and Safety calls. Of these 1633 calls, 1393 (85%) of these responses were for First Responder calls. It is interesting to note that 603 (43%) of those calls were either for severe trauma (serious injuries) or cardiac (heart related) responses. The PFD also responded to 240 motor vehicle accidents where injuries were reported.

The PFD responded to 77 structure fires where losses occurred, 51 garbage bin fires and 36 wildland/grass fires.



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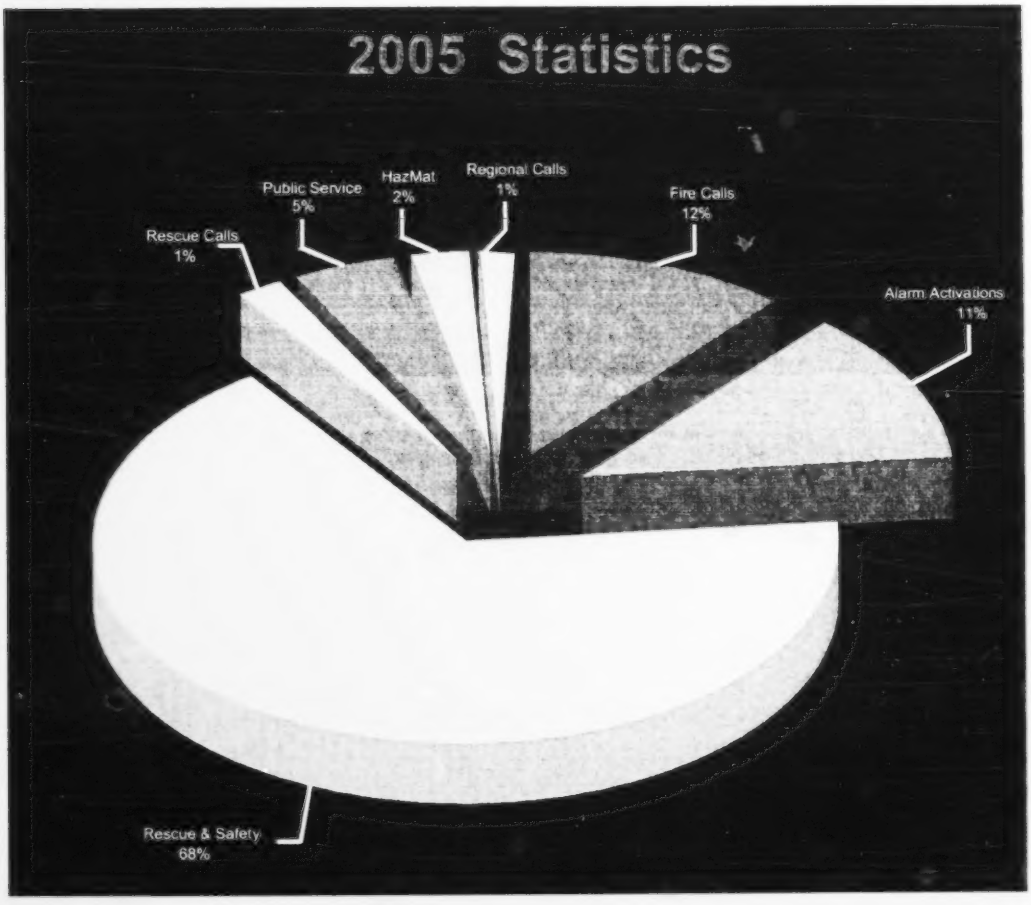
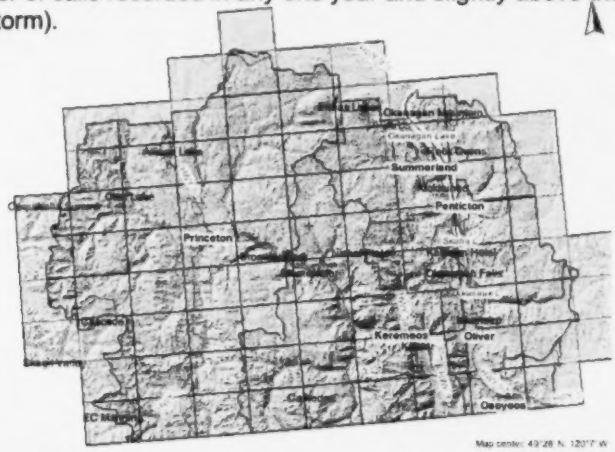


EMERGENCY COMMUNICATIONS CENTRE

The Emergency Dispatch Centre dispatches 911 fire and first responder calls to thirteen other fire departments in the RDOS as well as the City of Penticton. We welcomed the Anarchist Mountain Fire Department to our list in 2005. The dispatch centre handled 8402 calls for service this past year which is an increase of over 400 calls from the previous year. This is also our highest number of calls recorded in any one year and slightly above the total calls in 2003 (the year of FireStorm).



The dispatch centre also monitors fire alarms in various buildings as well as providing the required Man Checks, as per the Workers Compensation Regulations, throughout the city and the RDOS. The dispatch centre also handles the City's after hours telephone service when city facilities are closed.

Type of Call	2001	2002	2003	2004	2005
911 City of Penticton	2075	2166	2258	2307	2421
911 RDOS	974	1086	1331	1095	1225
Alarms and Man Checks	2194	2056	2363	2594	2508
City Answering Service	404	408	715	511	786
Fire Alarm Monitoring	2064	1687	1614	1408	1405
Other	63	46	51	55	57
Total	**7774**	**7449**	**8332**	**7970**	**8402**

FIRE PREVENTION AND PUBLIC EDUCATION

The Fire Prevention Division of the PFD consists of two fire inspectors and an operations assistant/public educator. Each fire inspector is responsible to enforce the BC Fire Code Regulations and the Fire and Life Safety Bylaw 2004-57 by completing mandatory fire inspections. Each inspector is also trained through the Canadian Fire Investigation School to perform fire investigations under the Fire Services Act. Other duties include working with Building and Licensing Officials at City Hall, completing plan approvals and working with the general public on fire department issues. Fire Inspectors also deliver fire safety talks and fire extinguisher demonstrations to businesses and their employees.

In 2005, the fire inspectors completed 2782 mandatory inspections on businesses and other establishments within the City. They also completed 108 business license inspections and provided fourteen fire safety talks to 152 people.

The Penticton Fire Department continues to educate the public about fire and life safety issues related to homes, worksites, schools, natural areas and the community as a whole. The programs have been designed to address specific fire problems and to motivate the public to take positive actions to reduce injuries and property loss. In total, more than 8000 children and adults have received fire safety information at school or in the community. Many more people received fire safety information through the media.

School District #67, Independent Schools and Youth Programs:
Preschools:

- Teachers use the NFPA Learn Not to Burn curriculum.
- Sparky and Prevention staff visited 16 preschool classes (255 students) during Fire Prevention Week.

Kindergarten:

- Every kindergarten class received two 45 minute sessions from the Getting to Know Fire Curriculum (OFC) (261 students).

Work Experience:

- a three day work experience for grade 11 and 12 students was held.

Safety Village:

- 1100 students (K-Grade 4) attended the Fire Safety House program.

Juvenile Fire Setter Program (OFC):

- School District #67 refers all students involved in fire setting and fire alarm activation incidents. Referrals to the program are made by parents or the RCMP.
- 8 youths participated with their parents in the initial assessment and fire safety education.

Hall Tours:

- 19 Hall Tours (400 children) were held for school classes, preschools, daycare/day camp programs, youth groups. Tours include: fire safety and home escape skills & a tour of the trucks by suppression personnel.

Community Involvement: Our department's resources are maximized by working with other organizations and businesses. We are able to reach a larger number of people with our fire safety messages through participation in public events and programs, such as:

- Kindergarten Health Fair, Interior Health Authority - *250 children with parents*
- Home Alone Program with RCMP – *sponsored by the City Recreation Department*
- Seniors' Symposium –*5,200 people in attendance*
- Baby Talk, Interior Health Authority - *80 parents*
- Employee Health & Safety Presentations (Wal-Mart, Ministry of Children and Families)
- Adult and youth group presentations and hall tours (Trinity Centre Care Givers, Retired Municipal Workers Association, B.C. Schizophrenia Society)
- Santa's Craft Workshop and pancake Breakfast (Community Centre) -*500 children plus parents*
- Halloween Pumpkin Patch - *500 children plus parents*
- Peach Festival Parade
- Santa Claus parade

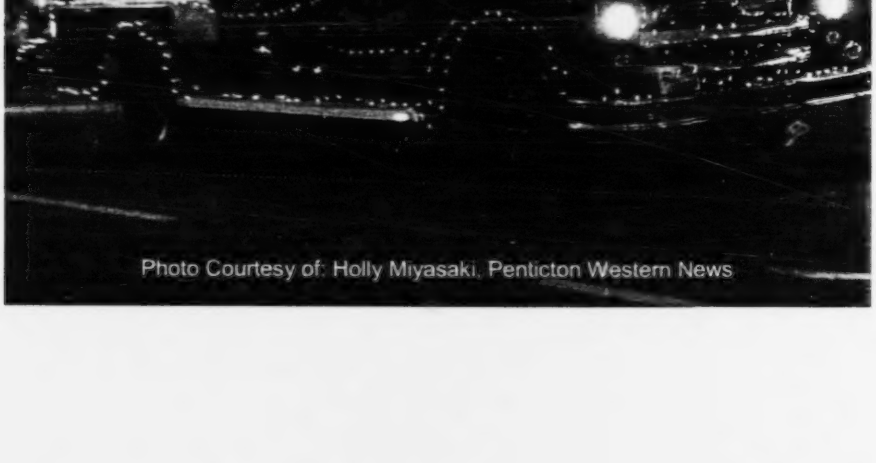


Photo Courtesy of: Holly Miyasaki, Penticton Western News

MAJOR 2005 FIRE PREVENTION PROJECTS:

Burn It Smart Workshop and Woodstove Exchange Program: (78 participants)

This program was organized by the Penticton Fire Department with financial assistance from the RDOS Air Quality Committee. The purpose of the program was to encourage woodstove users to burn appropriately and safely and to promote the benefits of the new cleaner burning woodstoves.

Safe Kids Canada- Safety Village Family Event

This was a free family event to promote safety (fire, bicycling and pedestrian). Event partners included Interior Health, RCMP, Penticton and District Community Resources, South Okanagan Similkameen Brain Injury Society, the Penticton Safety Village Society, Panago Pizza and Culligan Water. (*Over 300 participants*- families with children under 10)

Neighbourhood Smoke Alarm Testing - Fire Prevention Month Activities

Two neighborhoods were selected for testing smoke alarms using the following criteria:

- high percentage of rental units
- older housing stock
- families with children

Fire Prevention, Suppression and Paid on Call members went door to door to test smoke alarms, provide fire safety information and to provide batteries and smoke alarms where necessary. Fire trucks, the fire safety tent and a complimentary BBQ were set up in each neighbourhood.

A total of 164 homes were checked and many more residents received fire safety and smoke alarm information. (52 smoke alarms and 50 batteries were issued)

Safety Star Awards

A luncheon was held for the twelve Safety Star award recipients at Station 1. The Mayor and members of Council were in attendance. The following groups and/or individuals were presented with a Safety Star award for their contribution to fire and life safety in Penticton:

- ★ Marlene and Ken Stowell, Penticton Safety Village
- ★ Forest Protection Branch
- ★ Save-on-Foods
- ★ School District #67
- ★ Kiwanis Club of Penticton
- ★ Fraternal Order of the Eagles
- ★ Shelly Hobbs, Panago
- ★ Pam McCluskey, Interior Health Authority
- ★ Columbus Park Housing
- ★ Village by the Station
- ★ Ellen Thatchuk, Evergreen Apartments
- ★ Deryk Zailo, Cherry Lane Shopping Centre

Open Burning

A newsletter was mailed to agricultural and other open burning permit holders to provide information about the burning regulations and the venting index. Burning permits were updated.

Fire Prevention Month

- A Fire Department Supplement was published in the Penticton Western News
- A School Contest- was held with winners going for lunch at McDonalds and receiving tickets to a Penticton Vees Hockey Game

Fire Smart House at Cherry Lane

Save-on-Foods organized a safety display during Emergency Preparedness Week in May. The fire department in conjunction with Forestry, used the Fire Smart House to promote urban interface issues, home fire safety and emergency preparations for families and individuals.

A FireSmart Newsletter was mailed to 700 homes in key interface areas of Penticton.

Long Service Awards

An Awards ceremony was held at Station 1 to present long service awards and years of service pins to our dedicated members. Presentations were made by Fire Chief "Mac" Lockhart and Deputy Chief Wayne Williams with assistance from Mayor David Perry, MLA Bill Barisoff and MP Stockwell Day. A reception and banquet followed.

PROMOTIONS

Firefighter Dave Spalding to Lieutenant
Dispatcher Erik Jorgensen to Firefighter
Deputy Chief Wayne Williams to Fire Chief
Lieutenant Dave Spalding to Deputy Chief
Firefighter Dennis Noble to Lieutenant
Dispatcher Chad Taylor to Firefighter

NEW HIRES

Chad Taylor – Dispatcher
Michaela Johnson - Dispatcher

RETIREMENTS

Lieutenant
Terry Swan

33 years of Service

Fire Chief
A.G. (Mac) Lockhart

27 years of Service

PENTICTON FIRE DEPARTMENT ASSOCIATION

The Fire Department has approximately forty Paid on Call members who volunteer their time to respond from home or work 24 hours a day/seven days a week to fire calls when additional help is needed by the career staff. Service as a paid-call member of our department requires a serious commitment as members must also attend thirty-six fire drills/practices in order to maintain the required training. The Paid on Call members are very active in the community participating in fund raising events and public education programs.

Special thanks must once again go to their families and employers. These individuals are called out at any time of the day or night on a moments notice and the City passes on their thanks!

KEY GOALS FOR 2006

The year 2006 will address the continued growth and progression of the Penticton Fire Department. A number of important issues were brought forward with the results of the 2004 Fire Underwriters Survey. These issues which will in turn be brought forward for development and implementation in 2006.

The Penticton Fire Department plans to:

- Prepare and deliver a report to Council on manpower issues amongst the fire suppression division and the administration staff. This was a key concern stressed in the survey.
- Research and design a new regional emergency training facility for training firefighters and staff throughout the regional district so that they are better prepared and equipped for an emergency.
- Research and design a new fire station facility for the industrial area to better house the firefighting apparatus and equipment, and to provide a safe work environment for our members.
- Purchase a Thermal Imaging Camera in 2006 to enable crews to see through smoke to rapidly search for trapped persons and to quickly locate fires.
- Implement a firefighter High Rise Training Program as the city continues to grow.
- Explore options, including partnerships and sponsorship, to purchase specialty equipment (i.e. Automatic External Defibrillator, Thermal Imaging Camera, Rescue Boat) that would better protect the public and firefighters.
- Cooperate with other local response agencies and City departments to coordinate training and to effectively utilize area resources.
- Create and implement a customer satisfaction questionnaire to the citizens of Penticton who receive our services. The questionnaire will help the department determine whether we are meeting the needs of the people we serve.
- Take ownership of the 2005 American LaFrance fire truck with a compressed air foam system in place. The PFD will outfit the fire truck and put into service by April 15th, 2006.
- Replace the existing Rescue Boat that is used for marine rescues on Okanagan and Skaha Lake by the end of 2006.
- Complete a Community Wildfire Protection Plan for The City of Penticton.